



Role Title: Planning Services Manager

Service: Planning and Regulatory Services,
Planning Services

Directorate: Place and Community

Accountable to: Head of Planning & Regulatory Services

Grade: SM3

Car Category: Essential

Work Style: Mobile Office Based Worker

Purpose of role

- To be responsible for the strategic direction and effective day-to-day management of the Strategic Planning, Development Management and Heritage, functions of the Planning & Regulatory Service ensuring that statutory duties are satisfactorily discharged, performance targets are met and high professional standards are maintained.
- To lead on the development of the service to ensure that it operates in an efficient manner and maximises the use of resources.

Key Objectives

1.	To provide effective leadership and management to the team, including direct management of the Principal Planners, Senior Planners (including S106/CIL), Planners and Enforcement Officers, Conservation Officer
2.	To deputise for the Head of Planning & Regulatory Services in relation to all Planning matters as and when required.
3.	To advise the Head of Planning & Regulatory Services on strategic planning policy and CIL
4.	To ensure that performance management remains embedded in service delivery.



5.	To be responsible for the preparation and delivery of the Service Action Plan for the Planning Service and to report regularly to the Head of Planning & Regulatory Services to discuss, review and assess progress against agreed objectives and targets.
6.	To manage the Regulatory Services' involvement and, where necessary, take the lead in the formulation, development, implementation and review of strategies and other initiatives in relation to the environment, heritage, leisure, tourism.
7.	To be responsible for preparing and ensuring approval of the Council's Local Development Scheme (LDS) setting out a realistic timetable for the production of planning policy documents.
8.	To be responsible for project managing all the work required for the preparation of the Local Plan and other planning policy and implementation documents in accordance with the LDS, ensuring that the timetable is achieved.
9.	To take the lead in the development and implementation of initiatives required to ensure timely delivery of the key proposals, actions and objectives set out in the Council's approved strategic policy documents including the Local Plan,
10.	To take a lead role in the preparation, implementation and future review of the CIL charging schedule and to ensure appropriate collection and expenditure of CIL monies
11.	To adopt an innovative approach to service delivery including improvement customer care standards and quality of decision making.
12.	To ensure the development, training, motivation and optimum utilisation of staff resources in order that performance standards and targets are maintained and service improved.
13.	To ensure that the Planning Service meets all its Statutory requirements.
14.	To regularly review practice and procedures to take account of changing circumstances including legislative changes to ensure the various functions within the Planning Service are working efficiently and effectively and are fit for purpose.
15.	To ensure an effective and streamlined integration between Planning, Services and the Business Support Services, Planning Support team and works with other services across the council.



16.	To attend and present reports to Planning Committee and such other committees and bodies as may be required.
17.	To represent the Council, when necessary, at public meetings and forums to provide advice on planning matters.
18.	To represent the Head of Planning & Regulatory Services when necessary, in negotiations on development proposals at a senior level and with developers and their representatives and external agencies.
19.	To support staff in the Planning Service on all matters but with a particular emphasis on maintaining service standards, providing professional advice and support, and ensuring appropriate liaison with other teams and service areas within the Council.

Scope

The role has a strategic and service operation focus for the functions with its remit, but also a wider organisational dimension in respect of the impacts of the planning process. It is therefore expected that it will work with stakeholders from across the organisation, with partners and also have contact with Elected Members, particularly in respect of planning standards.

Work Profile

1. Strategy

The post holder will have a lead role in the development of planning related strategies and policies (including conservation matters).

The post holder will also contribute to the Council's People Plan in terms of identifying training and development needs that should be addressed, in order to improve the Planning service. They will work with managers and Heads of Service to identify improvement activities across the organisation that will improve processes and the internal and external customer experience.

2. Performance

The post holder will support the Head of Planning & Regulatory Services in ensuring that required standards are achieved and maintained. They will take a leading role in the delivery of key objectives, priorities and targets associated with continuous improvement and in developing a more evidence/





intelligence-led approach for the service. They will monitor and communicate performance against a series of key performance measures (including statutory targets), developing new indicators and targets as needed.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

3. Service Quality

The post holder will have a leading support role in ensuring that the Council's image and reputation for excellent service and value is both maintained and improved, through the delivery of a newly focused Planning Service that upholds rigorous standards and adds value.

They will develop and monitor appropriate service performance indicators.

They will develop and support the implementation of excellent standards in terms of service delivery performance and professionalism.

4. Resource Management

The post holder line manages posts directly and can have indirect line management responsibility for additional posts.

The individual is responsible for the service budget.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individuals within their remit and in order to undertake their own role.

5. Accountability

The post is accountable to the Head of Planning & Regulatory Services.

6. Culture

The post holder will play a lead role in Regulatory Services in terms of the development of a positive organisational culture that is outward looking, evidence-based and customer-focused. They will provide visible, authentic



leadership and lead by example, upholding the organisation's values and standards.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will have regular (often daily) contact with Elected Members, their Head of Service, members of Corporate Management Team, partner organisations, members of the public including local businesses and officers from their service area.

They will have frequent but not daily contact with Human Resources, Trade Unions and regional/ national bodies. They will be expected to write detailed reports for committees, some of which may include technical detail that needs to be translated for the layperson and often incorporating sensitive information. They will also come into contact with personal information relating to employees and residents and will need to exercise their responsibilities in handling this information appropriately.

8. Commitment

Expected to undertake duties outside of normal working arrangements and will not normally receive additional payments as this is a recognised feature of their post.

9. Risk Management

The post holder will be expected to contribute effectively to the identification, management of corporate risks relating to health and safety and business resilience/ emergency planning. They will be responsible for the effective management and mitigation of risks within their own division, reporting on actions taken and escalating to the Head of Planning & Regulatory Services when necessary.

10. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.





11. Customer Focus

To meet the Council's Standards of Customer Care at all times.

12. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

13. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

14. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

15. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

16. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

17. Political Restrictions

This is a politically restricted post (see Section 2 Local Government and Housing Act 1989)



PERSON SPECIFICATION/ESSENTIAL QUALIFICATIONS

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	A RTPI recognised degree or diploma in Town & Country Planning	X		A
	Membership of the RTPI	X		A
	Management qualification or equivalent experience		X	A, I
	Evidence of continuing professional development	X		A, I
	An in-depth knowledge and understanding of Government Planning Guidance, procedures and legislation relating to development management and heritage and its links to the wider social, economic, and environmental context within which local government operates	X		A
	Proven track record in leading and motivating teams of multi-disciplined staff		X	A, I
	Experience of preparing and giving evidence at Public Inquiries or Examinations in Public	X		A, I



	Experience in dealing with major planning applications and securing desired planning outcomes through negotiation	X		A, I
Planning and organising work	Able to operate independently, managing conflicting priorities effectively	X		A, I, T
	Ability to lead and motivate a team and line manage others, with effective resource planning skills	X		A, I
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I, T
	Effective performance management and business planning skills	X		A, I
Planning capacity and resources	An ability to manage budgets effectively and able to demonstrate commercial acumen	X		A, I
	Able to manage specialist teams, utilising a flexible and resilient approach to workforce planning	X		A, I
	Delivery of results under pressure	X		A, I, T
	Planning for long-term projects & deliverables	X		A, I
Influencing and interpersonal skills	Political sensitivity and ability to establish and maintain collaborative working relationships with Elected Members, Central Government, public sector agencies, trade unions	X		A, I
	Professionalism and credibility that establishes and maintains the confidence of Elected Member, local communities, employees	X		A, I





	and external partners/ stakeholders			
PROBLEM-SOLVING Using initiative to overcome problems	Demonstrable experience of developing and implementing effective outcome-based solutions to problems	X		A, I
	Ability to work across the organisation and operationally, to identify a range of appropriate solutions to issues and problems	X		A, I
Managing risk	Ability to consider and assess risks associated with the services and the Council's wider operations, undertaking risk assessments as required	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
Managing change	Able to demonstrate experience of effectively managing change for improved outcomes and service delivery	X		A, I
	Ability to review team performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis.	X		A, I
	Ability to lead, manage and promote change in a positive manner to others	X		A, I
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Ability to work independently and take ownership of key responsibilities of the post	X		A, I



Other	Commitment to Equality	X	A, I
	Commitment to Health & Safety	X	A, I
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X	I
	Access to own transport, i.e. car/motorcycle and relevant current full driving licence or equivalent mobility	X	A, I
	Ability to attend evening meetings	X	A, I



COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together;
- We do what we say we will do when we say we will do it.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

	H McDougall	Jan 2022
Signed Line Manager	Signed Head of Service	
	H McDougall	Jan 2022
Print Line Manager	Print Head of Service	Date

